

**SAN MATEO COUNTY TRANSIT DISTRICT
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – JULY 31, 2013**

COMMITTEE MEMBERS PRESENT: K. Heatley, S. Koya, J. McKie, T. Miller, H. Plischke, M. Pye, P. Ratto (Chair)

COMMITTEE MEMBERS ABSENT: K. Gilbert, M. Hall, B. Lock, P. Loranger

SAMTRANS STAFF PRESENT: E. Dumandan (MV Transportation), S. El-Khatib, M. Eshleman, E. Harris, R. Haskin, K. Hollinger, N. McKenna, C. Patton, E. Silvas, B. Tietjen

Chair Peter Ratto called the meeting to order at 6:35 p.m. and led the Pledge of Allegiance.

PUBLIC COMMENT

Dan Fitzsimmons, South San Francisco, said he is requesting Route 295 service be retained to Cordilleras Center. He said there should be more sensitivity training for drivers in working with people with disabilities.

Chair Ratto said service has been maintained to Cordilleras Center under the SamTrans Service Plan (SSP).

Gwen Jewel, San Carlos said there is a noise issue at the San Carlos Caltrain Station. Her house is 500 feet from the station and the speaker noise on the platform is a real nuisance. Ms. Jewel said there are approximately 100 homes affected by this noise. She has written staff and the city of San Carlos and has not had any success in resolving this issue. Ms. Jewel said she is demanding the speaker volume be turned down and heard only by the intended audience on the platform and not all the homes in the vicinity.

Chester Patton, Director, Bus Transportation, said he will pass Ms. Jewel's comments on to Mark Simon, Executive Officer, Public Affairs.

APPROVAL OF THE MINUTES

The Committee (Pye/Heatley) approved the minutes of June 26, 2013.

PROPOSED FARE POLICY CHANGES TO THE SAMTRANS CODIFIED TARIFF

Rita Haskin, Executive Officer, Customer Service and Marketing, said staff is recommending the following changes to the Codified Tariff:

- Reduce the price of the Day Pass for 18 months to 2.5 times the price of one-way cash fares.
- Establish an annual pass for housing complexes and businesses. Participating property managers and employers would pay a set price per eligible resident

(5 years or older) or employee (working 20 plus hours a week). The pass would cost \$115 for calendar year 2014 and \$125 for calendar year 2015. The minimum participation required would be 100 participants.

- Provide a 20 percent discount to groups of 25 or more who prepurchase tickets.

Katie Heatley asked who the intended audience is for the Day Pass. Ms. Haskin said customers paying their own way, riding at least four times a day, and don't have money to purchase a monthly pass. Staff works with Safe Harbor and other social service agencies by providing one-way tickets for distribution.

Sonny Koya asked what the Day Pass will do for those who participate in the program at Safe Harbor. Ms. Haskin said there is no impact. Each resident gets four one-way tickets per day. Staff is moving to an encoded open Day Pass and the customer will have to swipe the Day Pass on the farebox to activate. This will help control the illegal selling of the Day Passes by people at Safe Harbor.

Ms. Haskin said public meetings will be held on August 12 in Pacifica, August 13 in South San Francisco, and August 14 in San Carlos and East Palo Alto.

BUS STOP SIGN: NEW DESIGN CONCEPTS

Ms. Haskin showed pictures of the new design concepts. She reported:

- Each bus stop will have a stop identification number to accommodate the 511.org system.
- There is limited space on the signs and need to be Americans with Disabilities Act compliant.
- Input was received from employees, operators, senior mobility ambassadors, the safety task force and service planning committee.
- Any comments from the CAC should be sent to Ms. Haskin or Nancy McKenna, Assistant District Secretary, by Tuesday, August 6.
- Staff hopes to start replacing the signs in January 2014.

Mr. Koya said he has some concerns with signs in San Francisco with the elimination of Routes 390 and 391. Ms. Haskin said staff will be working with the contractor to cover the route numbers in San Francisco.

Ms. Pye asked what the stop identification number is. Ms. Haskin said this is to conform with the Metropolitan Transportation Commission regional system.

Mr. Koya said the stop identification numbers are going to be big plus, especially when customers call into customer service.

Ms. Heatley said the white font on red is very difficult for sight-impaired people.

Judy McKie asked why some signs are pointing towards the sidewalk versus the street. Eric Harris, Manager, Operations Planning, said it is a bus clearance issue.

Heinze Plischke suggested the names next to the route number be enlarged. Ms. Haskin said there is a standard and fonts are not customized.

REPORT OF THE CHAIR

Chair Ratto reported:

- Another Bay Area Rapid Transit strike is possible the week of August 5.
- The San Mateo County Board of Supervisors allocated \$10 million of County Measure A funds over the next two years to the San Mateo County Transit District.

SAMTRANS STAFF UPDATE

Mr. Patton reported:

- June statistics:
 - Ridership is 37,520, a 1.6 percent increase.
 - On-time performance was 92 percent.
 - Complaints were low at 174.
 - Miles between road calls remains high at 21,503.
 - Token use remains high.
 - Thirteen schedules were missed in June.

Michael Eshleman, Planner, said the Board adopted the SSP on May 1. Phase 1 will begin on August 12 with weekday implementation of Route ECR and the loss of service into San Francisco. Frequency between Redwood City and Palo Alto will be doubled and school day only trips will be renumbered.

Mr. Eshleman said in January the remainder of the SSP will be implemented including pilot services in Pacifica and San Carlos and improved connections in the county. Some of the service improvements may cause people to have to transfer and is the reason for the recommended reduction in cost for the Day Pass.

Mr. Eshleman said there is a dedicated SSP site on the SamTrans website pertaining to the changes. Outreach has been done at schools to inform them of the new route numbers, notices have been placed at impacted stops, and announcements are being made onboard. He said ambassadors will be at key stops prior to the implementation and at key stops on August 12.

Ms. McKie asked about the changes to Route 250. Mr. Eshleman said Route 250 is being split into two separate routes between San Mateo and College of San Mateo (CSM) and the east side of San Mateo to downtown San Mateo. Route 250 will service downtown San Mateo to CSM and Route 252 will service downtown San Mateo to the east side of San Mateo and shoreview area.

Mr. Koya said the audible announcements have been outstanding recently. The present announcements related to changes on Routes 390, 391, KX, and 292 need to be improved and the volume needs to be consistent on all buses. He said there has been an absence of *Rider's Digest* and flyers on the upcoming changes on the buses.

Ms. Heatley asked what the route level standard for productivity is. Mr. Eshleman said there is not an adopted standard. When the SSP was in development each route was graphed and it showed some routes were well below the median in ridership.

Ms. Heatley said transferring more than once can be prohibitive for paratransit customers. Mr. Eshleman said there will be robust monitoring in place to determine how the SSP changes are affecting people.

Ms. Pye asked about Route KX changes in August. Eric Harris, Manager, Operations Planning, said there will be no changes to the route in August.

CAC MEMBER COMMENTS/REQUESTS

Tryn Miller said she took Route 390 around 4:10 p.m. the week of July 22 and something leaked on her from the roof. Mr. Patton said he will pass this issue to the maintenance department.

Mr. Plishchke complimented the maintenance department for the cleanliness of the buses.

Ms. Pye said with the new weekday Route ECR operating every 15 minutes the buses will be less crowded and will offer more capacity for people travelling with bikes.

Ms. Pye said she has seen several instances where people had trouble using the farebox because of bad coins or dollar bills, and this increases dwell time. Mr. Patton said there is a certain failure percentage rate, but out of the thousands of daily transactions, it is very low.

Ms. Pye asked if SamTrans has any special relationship with California State Department of Transportation. She said there is a large pothole on El Camino Real at Oakwood. Mr. Patton said there is no special connection, but will be looked into.

Ms. Heatley asked if operators communicate to dispatch if a wheelchair passenger is passed up so they are ensured they can get on the next bus. Mr. Patton said the operator must contact the radio control center to notify the following bus to ensure an open accessible spot and if there is not, a special bus is sent out for the passenger.

Mr. Koya said the riders on Route 292 are very grateful for preserving the route in and out of San Francisco. Mr. Patton said Mr. Koya represented his constituents well to help preserve the route.

Mr. Koya said the new Route 292 timetable is missing the time point for Mission Street and 7th Street and hopes it will be reinstated in the next timetable. Mr. Harris said this will be corrected with the January 2014 timetable. Mr. Koya thanked Tim Dumandan, General Manager, MV Transportation, for his assistance in trying to find a lost item.

Ms. McKie said the northbound stop at 1st Street and B Street in San Mateo has only one bench and there is often many people waiting at this stop. She asked if it is possible to get another bench at this stop.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- The July meeting was cancelled.

b. SamTrans Accessibility Advisory Committee – Judy McKie – no report

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- c. **Caltrain Accessibility Advisory Committee - Peter Loranger** – no report
- d. **Peninsula Corridor Joint Powers Board** -vacant
- e. **Peninsula Corridor Joint Powers Board CAC** - vacant
- f. **Senior Mobility Action Plan** - vacant

NEXT MEETING:

The next meeting will be held August 28, 2013, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 8:05 p.m.